

THE OFFICE OF ENTERPRISE TECHNOLOGY STRATEGIES

Statewide Technical Architecture

Architecture Awareness
Program

STATEWIDE TECHNICAL ARCHITECTURE

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Awareness Program

A program to ensure continuous, statewide awareness of the North Carolina Statewide Technical Architecture(STA) at all appropriate levels.

The purpose of this program is to define, design, and document the implementation of a awareness program that meets the comprehensive information requirements of state government an it's many supporting agencies and vendors..

To ensure a broad based effort is initiated and sustained demands that the program provide comprehensive coverage of a statewide requirement characterized by a large, geographically dispersed and rapidly changing audience of both IT personnel and business related stakeholders. Management of this effort will be sponsored by the State's Chief Technical Officer (CTO) with the detailed management of the effort being taken up by the CTO managed division within ITS, Enterprise Technology Strategies (ETS). The CTO is responsible for ensuring that a statewide perspective is maintained; the utilization of ETS Enterprise Architects will assure the kind of consistency and accuracy demanded by such a complex topic.

The overall goal of the program is to develop a community of IT professionals that can efficiently and effectively apply the STA to their organization's IT operations and development. In order to accomplish this goal, we must meet the following objectives:

- a. Identify the proper audience(s) and design a multi-faceted program to meet varying needs.
- b. Ensure accurate and relevant information is available to multiple audiences concurrently.
- c. Leverage the technical experience and knowledge of the SWAT Team to maintain and update the variety of program delivery strategies, thus ensuring accuracy and currency.
- d. Leverage a variety of mediums to ensure broad based access and meet the needs of an extensive, dispersed audience.
- e. Retain flexibility and adaptability in order to leverage emerging technology as a deliver strategy for meeting audience requirements in a timely, effective manner.

- f. Grow the level of commitment, sophistication, and acceptance of the program over time with a baseline of manageable products and services initially and continuous planning for future enhancements.

As with any dynamic document whose impact affects the IT operations of thousands across state government, its impact is dependent upon effective efforts to publish, review, update and inform. This awareness program is designed to meet the various needs of IT and business leaders, managers, technicians, operators, designers, developers and maintainers. On behalf of the State CTO and in conjunction with the overall guidance of the state's IT governing bodies, this program has been constructed based on an enduring methodology, one that will meet the challenges of our diverse IT community.

1.0 CONCEPT AND METHODOLOGY

- 1.1 INFORMATION COMPONENT:** Ensuring the IT community is aware of and remains current with the STA requires outlets for easily reaching the community both passively and actively. The awareness program will rigorously reach out to information resources available to state personnel and establish a permanent presence in these venues. In addition, collective venues will be used to target specific audiences. As updates are announced, these venues will be updated with the latest information. Venues and outlets for this component include:

- 1.1.1 Web Site Utilization** – State, Agency and Division Levels. Use of this resource is essential to the overall effort. Web Sites now proliferate at all levels of government. With effective design and proper linkages, vast audiences can be reached rapidly and updates can be accomplished easily. As such, a tiered approach will be used with the main sites providing links for other sites as they cascade through the state organizations.

- 1.1.1.1 State Sites:** STA custodians will manage the primary STA web site. This will be a dynamic information resource along with a tool for community managers to determine STA effects on plans and programs. This site will be linked to other key sites such as IRMC, State Portal, ITS, ETS, Legislature, and other state level sites.

1.1.1.2 Links from the STA site will also be made available to Department web sites..

1.1.1.3 All Agency/Department's Divisions will be authorized linkages along with their internal organizations for the purpose of disseminating the information to the lowest level possible. These sites will be identified to STA team.

1.1.2 Key Functions, conferences and meetings – provide
——periodic updates.

1.1.2.1 Functions: Statewide venues that include

state personnel and interested parties are appropriate times to include new STA information. Examples include GTC booths, state fair, technical gatherings.

1.1.2.2 Conferences: Both technical and executive conferences such as NASCIO, State CIOC, vendor conferences, and other annual events provide excellent venues for informing our aud

ience of the importance of STA planning and integration.

1.1.2.3 Meetings: Executive and functional meetings will be scheduled to update STA progress and changes in the document itself. ITMAC and CIOC venues will be used to inform executive level personnel. Standing program management meetings, subcommittee meetings, standing technical meetings will be used to inform a broader audience.

1.1.2 **E-Mail Distribution Lists for changes.**

1.1.2.1 SWAT Team will develop 2 to 5 E-Mail distribution lists that reflect the executive,

managerial and technical positions that require updates to the STA in a timely and comprehensive manner. Each list will include personnel representing the State and Vendor communities.

- 1.1.2.2 Lists will be developed and implemented initially by ETS with input from each constituency. Lists will be continuously reviewed and updated as input is received.

1.2 **INTRODUCTION/REVIEW:** Each Principle leader and functional or technical lead in all organizations require a working knowledge of the STA. In order to provide the essential STA elements to these critical positions, positions often in a state of flux or turnover within the government, a familiarization program is essential. Reaching out proactively on a recurring basis is the key to keeping new members of the community aware, current and involved.

1.2.1 Schedule recurring seminars and workshops that provide an STA overview.

1.2.1.1 These sessions can be directed to a specific audience or an agency, or completed in conjunction with other events.

1.2.2 Development of a standard video presentation would facilitate dissemination at this level.

1.2.3 Use of WEBINARS properly planned and implemented would be an excellent vehicle for introducing larger audiences to the STA. Detailed scheduling for linkages, times, and locations is necessary and will be examined at a later date for applicability.

1.2.4 Identify key positions, in conjunction with agency input, and offer updates to these personnel as required or as positions rotate or otherwise become open and filled with new personnel.

1.2.5 Use key deliberative bodies like the ITMAC/CIOC to provide updates concerning changing STA content. Sessions can be included in recurring meetings to keep

larger audiences up to date.

- 1.3 **TRAINING:** Numerous positions throughout state government require an extensive knowledge of the STA, its development, refreshment and its impact on key developmental decisions. Training classes on the details of the STA are required to give these personnel the depth of understanding required. In addition to giving these personnel the tools with which they perform their functions, training will focus on demonstrating how to use STA resources to keep the agency up to date. Finally, STA training can be combined with other meaningful training, when appropriate, to expand the benefits of the overall training experience.

1.3.1 Develop Tailored Training Modules. From one-on-one to larger seminar presentations that include more discussion and more deliberate feedback mechanisms. A cascading series of modules will be developed and maintained to allow tailoring of presentations based on a specific audience. The presentations and various potential medium are outlined below:

1.3.1.1 Slide presentations will be developed to meet comprehensive training requirements. More extensive seminars or working group will be given presentations that include the STA background, policies and procedures, and explanations for the direction and standards adopted by the STA. In addition, slides will also be tailored for a basic overview, web updates, information sessions, rapid updates, overviews to video productions for larger audiences. In addition, a series of modules covering varying aspects and levels of technical detail of the STA will be developed to meet all information requirements:

1.3.1.2 Presentations will be made available to interested parties that desire to use them through copies on CD's, disks, or other storage mediums.

1.3.1.3 Video productions along with Webinars will be examined as a medium, resource dependent, for disseminating STA information and for use in virtual conferences and meetings.

1.3.2 Combine with Other Architecture Training. Often other training programs provide a corollary to the STA and

make combining the two subjects complimentary. Adaptive Infrastructure, program management are just a few examples where an STA component would be appropriate.

2.0 IMPLEMENT METHODOLOGY: Management of this area will remain with ETS. For consistency and coherence for the overall program, within ETS, the Information Program Manager will act as coordinator and will be responsible for overseeing inter-agency coordination, formatting, developing and implementing of information and training products, along with ensuring that a dynamic evaluation, review and update program established. Each domain architectural engineer will be responsible for the development and maintenance of those presentations or information packages that address their particular area of expertise.

2.1 Develop Information Packages: these packages will be as small as one-page and as large as seminar or working group presentations. Based upon defined formats, the Domain Architect and the training coordinator will be the key personnel for developing and ensuring currency on all developed information resources. As shown below in Table 1., a variety of mediums will employ a series of products. Those information products are the responsibility of the domain architect and the coordinator as outlined below.

STA Information Outlets/ Products	State Web Site	State Portal	ITS Web Site	Agency /Dept Web Site	Element Web Site	Newsletters ITS/ others	Tailored E-Mail Lists
STA Web Site Linkages	X	X	X	X	X		
Overview Presentation	X	X	X	X	X		
Video Overview Presentation	X						
STA Update 1-2 Pages	X			X		X	X
Domain Update 1 Pg	X					X	X
STA Change 1							

Page	X					X	X
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Table 1. STA Information Outlets / Products

- 2.1.1 **STA Web Presentation/Tool Based:** The primary STA Web site, managed by ETS with ITS technical assistance, provides a full set of tools for manipulating and searching data; includes an archival section to track older versions of the architecture; provides links to other government and vendor sites to facilitate information flow; provides links to a variety of tailored information packages to introduce new and interested personnel with various aspects of the STA; and will be the focal point for future plans to introduce audio-visual packages. The SWAT Team is responsible for currency of this site in conjunction with Information PM and ITS technical assistance.
- 2.1.2 **STA Web Site Linkages:** These locations are provided links into the STA web site affording them full- featured access. These links will be managed by ETS Information PM along with ITS technical support.
- 2.1.3 **Overview Presentation:** The “standard” slide presentation that includes an overview of the STA with modules for the STA processes and background; STA domains and technical review of the domain; and review of policies and procedures the SWATTteam uses to manage the STA effort. .
- 2.1.4 **Video Overview Presentation:** Similar in content to the overview above.
- 2.1.5 **STA Update (1-2 Pages):** a formatted message that deals with changes to STA processes, policy or a specific domain. Managed by Information PM with support from domain architects.
- 2.1.6 **STA/Domain Update (1 Pg):** a formatted message for time sensitive, important, or potentially far- reaching changes to a technical aspect of the STA. The domain architect inputs information to the Information PM for publishing.

- 2.2 **Develop Training Packages:** Management of this area will remain with ETS. Within ETS, the Information Program Manager will be responsible for overseeing the formatting, developing and implementing of training packages. Each domain architect will be responsible for the development of information from their specific area of expertise. However, one PM will serve as overall coordinator to assure consistency and coherence. These packages will be defined by the audience they are designed to address. Table 2 below outlines the audience and the particular package to be developed:

STA Training Packages/ Audiences	Technical /Mgt Leadership	Program Management /Tech Developer	Executive IT Leadership	ITS/Agency IT Personnel	Non IT Executive Leadership	Tailored E-Mail Lists
*Full Training Package /Presentation		X				
*Full Technical Domain Presentation	X		X			
Overview Presentation			X	X		X
Video Overview Presentation			X	X	X	X
Technical Overview			X	X		X
STA Process Overview					X	X

*Includes Feedback Mechanisms

Table 2. STA Training Packages

- 2.2.1 **Full Training Package /Presentation:** includes all three main training modules; one, background and STA development; two, policies, procedures and guidelines for the STA effort; and three, the technical detail of each domain. Includes lesson plans, presentation material, and

testing material along with course evaluation sheets.

2.2.2 Full Technical Domain Presentation: A larger version of the technical module from above, providing details of each domain. Addresses the details of each domain and the current technology that drives the architecture along with any emerging technology under review. Also includes lesson plans, presentation material, and feedback .

2.2.3 Overview Presentation: A shortened version of the full presentation. Includes slides from all modules but can be presented in 30/60 minutes blocks. Discussion but no feedback.

2.2.4 Video Overview Presentation: A video version of the overview presentation for export use within the government and to support outside requests.

2.2.5 Technical Overview: The technical, domain specific portion of the general overview, this presentation focuses on the architecture's technical direction and justification.

2.2.6 STA Process Overview: A portion of the larger overview, this module talks about the architecture process and how the effort is being undertaken in NC.

3.0 EVALUATE AND UPDATE PACKAGES

3.1 Evaluate: training and its effectiveness will be evaluated as part of the maturity audit process. Formal feedback will be given as part of a larger review. Additionally, each class will solicit feedback on the instruction as a way of improving the presentations.

3.2 Updating: Each domain architect must maintain his/her portion of the overall training curriculum, in conjunction with direction from the training coordinator. Other portions of the packages will be the responsibility of the training coordinator.

4.0 SUMMARY: A multi-faceted effort will ensure adequate coverage of a large, complex audience for an important but similarly complex subject. The packages illustrated here will be developed incrementally as the STA is revised and updated. Additional packages and video products provide future deliverables for out year

efforts. Central management and evaluation of the program will reside with the SWAT Team to ensure coverage of all requirements. This will be essential to ensure information remains current and relevant and all pertinent personnel retain ease of access to that information. This will provide the kind of grounding needed to ensure widespread situation awareness of this important set of IT policies, standards, and implementation guidance .